

REMARKS

Claims 2-7 and 37-50 are pending in the application.

Claims 2-7 and 37-50 have been rejected.

Independent Claims 2, 37 and 45 have been amended, as set forth herein.

New dependent Claims 51-56 have been added.

I. **REJECTION UNDER 35 U.S.C. § 103**

Claims 2-7 and 37-50 were rejected under 35 U.S.C. § 103(a) as being unpatentable over Sonesh (US Patent No. 6,046,762) in view of Shaheen (PCT/US98/006859).

The rejection is respectfully traversed, however, to further prosecution of this application, independent Claims 2 and 37 have been amended to recite the data information message comprises a display screen message, and the call call reception logic operates to send control signals to the particular remote telephone station indicating the ACD controller will control a user interface comprising a display screen within the particular remote telephone station. Independent Claim 45 has been amended to include similar language. Support for these amendments may be found in the Specification, page 22, lines 8-14; Figure 6; page 19, lines 1-13; page 23, lines 16-23.

As described in Applicant's specification, ACD controller 42 queries the capabilities (e.g., display screen size, number and configuration of buttons and softkeys, whether remote control of the display and softkeys is permitted) of a remote telephone station 48. Specification, page 21, lines 9-23. If the remote telephone station has sufficient capabilities, including preferably HTTP support

and a browser application, ACD controller 42 installs (if not already installed) XControl and RemoteUIApp software and sends control signals via those protocols, including the at least one data information message sent if the attendant availability parameter is not met. Specification, page 21, line 24 through page 22, line 14 and page 23, lines 3–19. The XControl and RemoteUIApp protocols control the format (including content) of display screen messages, softkey option label messages and softkey pressed control messages (including the at least one data information message sent if the attendant availability parameter is not met) exchanged between the ACD controller 42 and remote telephone station 48. Specification, page 18, line 25 through page 19, line 17. For example, if the remote telephone station 48 runs an Internet Protocol (IP) soft client program (e.g., supports HTTP and has a browser installed), the messages exchanged between ACD 42 and remote telephone station 48 may comprise mouse clicks and/or keyboard command messages. Specification, page 19, lines 8–17. Thus, the format of the at least one data information (XControl and RemoteUIApp protocol) message sent when the attendant availability parameter is not met depends on the capabilities of the remote telephone station.

Independent Claims 2 and 37 recite “call reception logic” that operates to “query capabilities of the particular remote telephone station prior to sending the data information message,” where a “format for the data information message” is “determined based upon the capabilities of the particular remote telephone station.” Independent Claim 45 similarly recites “querying capabilities of the particular remote telephone station prior to sending the data information message” where the “format for the data information message being determined based upon the capabilities of the

particular remote telephone station. The Office Action acknowledges that Sonesh fails to disclose these elements of independent Claims 2, 37 and 45.

At the onset, Shaheen does not appear to be directed to Automatic Call Distribution controllers or centers. In addition, Shaheen, as well as Sonesh, do not appear to further disclose sending control signals to the remote station in order to render control of the remote station's user interface (comprising a display screen). See, amended Claims 2, 37 and 45. Such control beneficially allows configuration of the remote station's user interface using a data message (e.g., including waiting screen message and softkey option labels) to display waiting parameters and provide a selection of operations (e.g., music choice, alert request, browser request) which the remote station can operate while waiting for an attendant. See, Specification, page 23, lines 16-30.

Therefore, the proposed combination of Sonesh and Shaheen does not disclose, teach or suggest each and every element of independent Claims 2, 37 and 45, or the dependent Claims including new Claims 51-56. Accordingly, the Applicant respectfully requests withdrawal of the § 103(a) rejection of Claims 2-7 and 35-50 and allowance of all pending claims.

II. CONCLUSION

As a result of the foregoing, the Applicant asserts that the remaining Claims in the Application are in condition for allowance, and respectfully requests an early allowance of such Claims.

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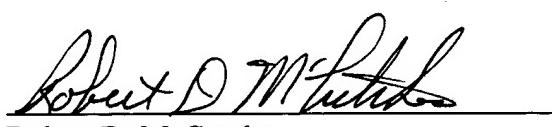
If any issues arise, or if the Examiner has any suggestions for expediting allowance of this Application, the Applicant respectfully invites the Examiner to contact the undersigned at the telephone number indicated below or at rmccutcheon@munckbutrus.com.

The Commissioner is hereby authorized to charge any additional fees connected with this communication or credit any overpayment to Munck Butrus Deposit Account No. 50-0208.

Respectfully submitted,

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